



# Health Services provider user guide



## online claims submission

*... convenient service, delivered  
through an easy-to-use secure web site*

<http://provider.ab.bluecross.ca/health>



**February 2014**

# Health Services provider user guide online claims submission

Alberta Blue Cross is pleased to offer online claims submission for health service providers. This convenient service is delivered through an easy-to-use secure web site, and is available at no cost to health service providers (including chiropractic, massage therapy and physiotherapy providers) across Alberta.

Online submission provides the convenience of direct billing for eligible services for your customers with coverage through Alberta Blue Cross group and individual benefit plans and ASEBP. You are assured of prompt payment directly from Alberta Blue Cross, while retaining existing customers and gaining a competitive advantage over providers who may choose not to submit claims online.

When submitting claims online, this service will predetermine the patient's coverage and confirm

- the amount Alberta Blue Cross will pay to your office, and
- the amount you will need to collect from the patient.

## Registering for site access

To register for online claims submission, please complete the Request for Secure Web Site Access form. If you want payments to be deposited directly into your bank account, please complete the Application for Direct Deposit of Funds form. These forms can be accessed through our public web site at [www.ab.bluecross.ca](http://www.ab.bluecross.ca).

### Please mail or fax your completed form to:

Provider Relations, Alberta Blue Cross  
10009 108 Street, Edmonton, AB T5J 3C5

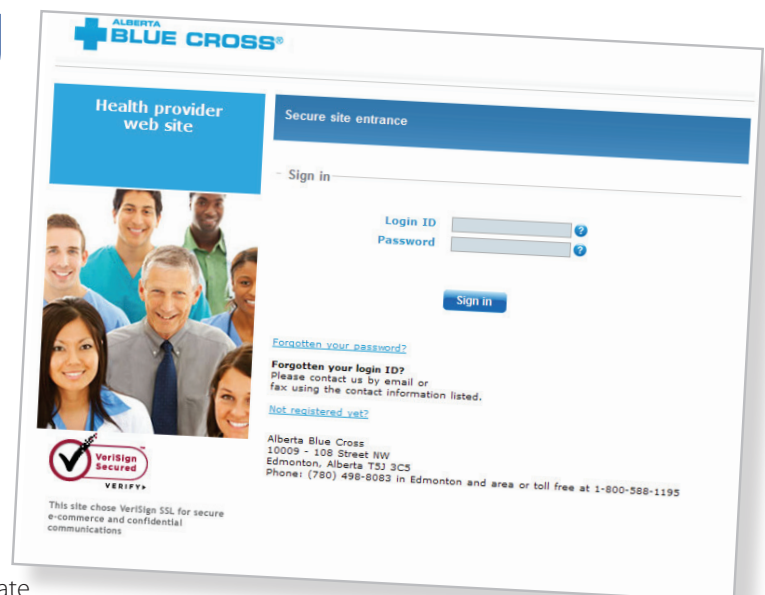
Fax: 780-498-3544

The Health Services Provider Relations team at Alberta Blue Cross will create your web site access based on your completed registration form. To protect your security, a login ID and temporary password will be sent in two separate e-mails to the e-mail address provided on your registration form. Once you have received both of these e-mails, you can begin serving your customers through online claims submission.

## Getting started online

Please refer to the information in the e-mails Alberta Blue Cross sends you when your initial registration is approved. These e-mails will contain your login ID and temporary password. Navigate to the Health Services Online Services web site at: **<http://provider.ab.bluecross.ca/health>** and enter the login ID and password in the applicable fields.

You will be asked to agree to the Web Site Policy and Online Billing Agreement, set up your two "Reminder Questions" and change your temporary password. This information will be used to verify your identity if you forget your password or require information about your account. Subsequent sign-ins will only require your login ID and password.



Claiming online  
is quick, easy  
and secure!

Claiming online is quick, easy and secure! After validating a patient's identity and predetermining results as confirmed by the patient, you simply submit the claim for processing. Within seconds of submission, results are displayed. The patient will be required to pay only the portion not covered under their benefit plan. The transaction is then complete.



## Help

If you have questions about a screen, click on the blue button with a question mark. The help button has answers to questions that are frequently asked about the section.



# Easy steps to submit and process a claim

## Steps for online submission

### 1 Enter the patient's information:

Navigate to the "Enter claim" menu option and enter the patient's ID number and group number exactly as they appear on their Alberta Blue Cross or ASEBP ID card, then ask the patient for his or her date of birth, enter the date and click the "Search" button.

Note: Any dates, such as service or birth dates, can be entered either with or without a slash between numbers. The system will accept both formats. This applies to all screens.

The screenshot shows the 'Enter claim' menu option highlighted in the top navigation bar. The 'Enter claim' page displays a form for entering patient information. The form includes fields for ID number (1234567), Group number (1), and Date of birth (YYYY-MM-DD) (1972-01-01). There are 'Clear' and 'Search' buttons at the bottom of the form.

### 2 Verify whether patient has Coordination of Benefits:

Confirm if the patient has other active coverage and if payment has been made by another benefit carrier or provincial plan.

If "No": continue to next page.

If "Yes": continue to page 7.

The screenshot shows the 'Coordination of Benefits Information' section. It displays patient information: Name (Smith, John), ID number (1234567-22), and Group number (1). Below this, there is a question: 'Is the patient entitled to receive comparable benefits from any other insurance company, health benefits company or Alberta Blue Cross Plan?'. The 'Yes' radio button is selected. There are 'Cancel' and 'Next' buttons at the bottom of the section.

If "Yes",  
and the patient has  
active coverage with  
another benefit  
carrier, continue to  
the COB section on  
page 7.

### 3 Provider type:

If your clinic is registered with multiple provider types and has single sign on, please select the provider type for this report from the drop-down menu.

If your clinic is registered as an individual provider type, the "Provider of service" field will be populated automatically.

ALBERTA BLUE CROSS® Health provider

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Overview Enter claim Reports Resources Your profile

ABC Health Clinic

Enter claim

Provider of service

Patient information

Name	Smith, John
ID number	1
Group number	14200

Claim type ?

Provider of service - Choose one -

### 4 Enter details:

Select a service, and enter the total cost and the provider name, then click "Add claim." Repeat these steps for each service being considered.

When you are satisfied with the details you have entered, click the "Predetermine" button.

Please refer to article 4.4 in the Online Services Billing Agreement for more information regarding the service date.

ABC Health Clinic

Enter claim

Enter details

Patient information

Name	Smith, John
ID number	1234567-22
Group number	1

Claim type ?

Provider of service Physiotherapist

Claim details ?

Service date (YYYY-MM-DD)

Service - Choose one -

Total cost (\$)

Practicing physiotherapist (Last name, First name)

Add claim

Service date (YYYY-MM-DD)	Service	Total cost (\$)	Practicing physiotherapist	
2014-01-14	Physiotherapy treatment	95.75	Smith Joe	Modify Remove
2014-01-14	Physiotherapy assessment	85.00	Smith Joe	Modify Remove
		\$180.75		

Back Cancel Predetermine

### Note:

There may be some circumstances when a claim cannot be processed electronically.

You will receive a notification on this screen and these claims will have to be submitted manually by the patient to Alberta Blue Cross.

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**Predetermine:** This is a simple inquiry into the patient's benefit plan(s) to determine the coverage available. You can click "Modify" to go back to step 2, "Cancel" to exit without saving or "Process claim" to submit the claim online to Alberta Blue Cross for immediate processing.

**Enter claim**  
**Predetermine**

**Patient information**

Name	Smith, John
ID number	1234567-22
Group number	1

**Summary**  
**Predetermination results as of Jan 14, 2014 10:05 AM Mountain Standard Time.**  
Please note that eligibility of coverage may change based on the date of service, change in benefit, maximum being reached, coordination of benefits or coverage terminates.

Total amount submitted:	\$180.75
Plan(s) will pay:	\$180.75
Balance remaining:	\$0.00

**\*This is not a receipt\*. Your claim has not been submitted.  
Please click the Modify, Cancel, or Process Claim button at the bottom of this page.**

**Details**  
[Hide details](#)

**Patient:** John  
**Service provider:** ABC Health Clinic

Service date (YYYY/MM/DD)	Service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number
2014/01/14	Physiotherapy Assessment	85.00	85.00	0.00	85.00	
2014/01/14	Physiotherapy Treatment	95.75	95.75	0.00	95.75	
	<b>Total</b>	<b>\$180.75</b>	<b>\$180.75</b>	<b>\$0.00</b>	<b>\$180.75</b>	

[Click here to print](#)

Modify

Cancel

Process claim




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**Process claim:** You will receive a confirmation from Alberta Blue Cross within seconds of your submission.

**Print summary:** A printable copy of the patient's *Claim Statement* is displayed. Click the "Print" command on the screen.

You must provide the patient with a printed copy of the *Claim Statement*.



Health provider

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Overview
Enter claim
Reports
Resources
Your profile

You must provide the patient with a printed copy of this claim statement. Please click below to print.

Print Alberta Blue Cross Statement



Date: January 14, 2014  
Document number: 47762953

**We're here to help!**  
Edmonton and area (780)498-8000  
Calgary and area (403)234-9666  
Toll free 1-800-661-6995  
8:30 a.m. - 5 p.m. MT  
www.ab.bluecross.ca

Patient name: Smith, John  
ID number 1234567-22  
Group: 1 Section: P

**Health claim summary**

Total amount claimed	\$180.75
Total amount not paid	\$0.00
Amount paid	\$180.75

**Details**  
Each claim you submit is assessed according to the rules of your benefit plan. Please refer to the explanations near the end of this statement for descriptions of terms, and to your benefit booklet for plan details.

Patient: John  
Service provider: ABC Health Clinic

Service date (YYYY/MM/DD)	Product or service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2014/01/14	Physiotherapy Assessment	85.00	85.00	0.00	85.00	
2014/01/14	Physiotherapy Treatment	95.75	95.75	0.00	95.75	
<b>Total</b>		<b>\$ 180.75</b>	<b>\$ 180.75</b>	<b>\$ 0.00</b>	<b>\$ 180.75</b>	

**Acknowledgment**  
By accepting this claim summary, I certify that the information on this claim summary is complete and accurate and the services and/or products listed have been received by the patient indicated. I also acknowledge that, by presenting my Alberta Blue Cross identification card or my identification number for a benefit plan administered by Alberta Blue Cross to the named Service Provider, I consent and agree to:

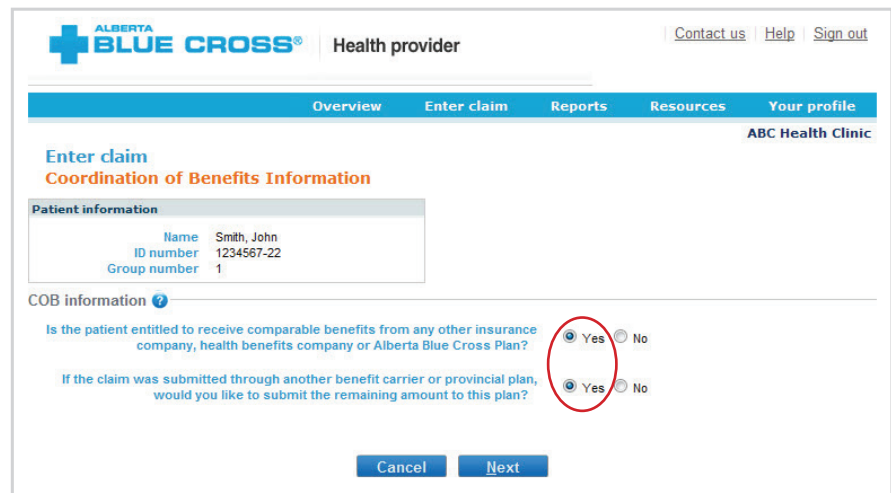
- The Service Provider submitting a claim containing my personal information to Alberta Blue Cross on my behalf and I authorize payment of this claim by Alberta Blue Cross directly to the Service Provider.
- Alberta Blue Cross using my personal information to determine my eligibility for benefits, to adjudicate/pay claims, to administer the terms of my benefit plan and to verify/audit paid claims as described in the Alberta Blue Cross Privacy Policy posted at www.ab.bluecross.ca, and
- The Service Provider disclosing my personal information to Alberta Blue Cross for the above purposes.

Please retain for your records

© The Blue Cross symbol and name are registered marks of the Canadian Association of Blue Cross Plans, an association of independent Blue Cross plans. Licensed to ABC Benefits Corporation for use in operating the Alberta Blue Cross Plan.

# Steps for online submission with Coordination of Benefits between Alberta Blue Cross and another benefit carrier

- 1 Patient has Coordination of Benefits:** Click "yes" if a portion of this claim has already been paid by another benefit carrier and if you would like to submit the remaining amount to this plan.



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Overview Enter claim Reports Resources Your profile

ABC Health Clinic

**Enter claim**  
**Coordination of Benefits Information**

**Patient information**

Name	Smith, John
ID number	1234567-22
Group number	1

**COB information** ⓘ

Is the patient entitled to receive comparable benefits from any other insurance company, health benefits company or Alberta Blue Cross Plan? ☒ Yes ☐ No

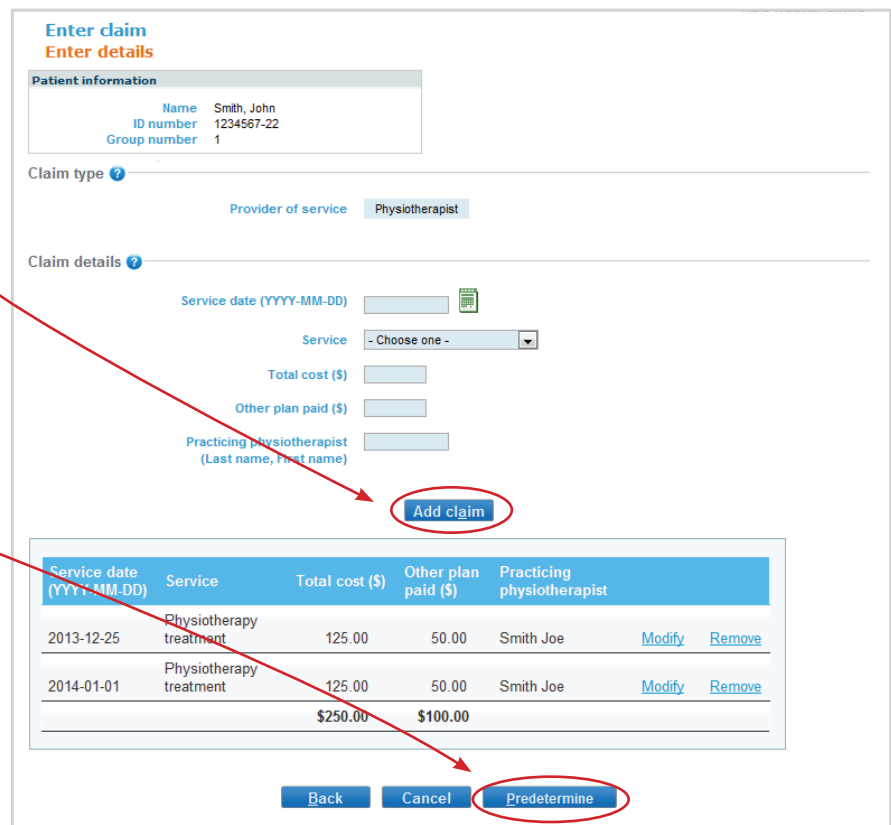
If the claim was submitted through another benefit carrier or provincial plan, would you like to submit the remaining amount to this plan? ☒ Yes ☐ No

[Cancel](#) [Next](#)

- 2 Enter the amount paid:** Enter the amount paid by the other benefits carrier for each claim line. If payments have been made by two or more other benefit carriers, combine the amount paid and enter one total for each claim line.

**Enter details:** Select a service, enter the total cost and the provider name, then click "Add claim."

Repeat the same process until all lines have been entered, then click "Predetermine."



**Enter claim**  
**Enter details**

**Patient information**

Name	Smith, John
ID number	1234567-22
Group number	1

**Claim type** ⓘ

Provider of service [Physiotherapist](#)

**Claim details** ⓘ

Service date (YYYY-MM-DD)

Service [- Choose one -](#)

Total cost (\$)

Other plan paid (\$)

Practicing physiotherapist (Last name, first name)

[Add claim](#)

Service date (YYYY-MM-DD)	Service	Total cost (\$)	Other plan paid (\$)	Practicing physiotherapist	
2013-12-25	Physiotherapy treatment	125.00	50.00	Smith Joe	<a href="#">Modify</a> <a href="#">Remove</a>
2014-01-01	Physiotherapy treatment	125.00	50.00	Smith Joe	<a href="#">Modify</a> <a href="#">Remove</a>
		<b>\$250.00</b>	<b>\$100.00</b>		

[Back](#) [Cancel](#) [Predetermine](#)



**3 Predetermine:** This is a simple inquiry into the patient's benefit plan(s) to determine the coverage available. You can click "Modify" to go back to step 2, "Cancel" to exit without saving or "Process claim" to submit the claim online to Alberta Blue Cross for immediate processing.

Enter claim  
Predetermine

ABC Health Clinic

Patient information

Name

Smith, John

ID number

1234567-22

Group number

1

Summary

Predetermination results as of Jan 14, 2014 11:09 AM Mountain Standard Time.

Please note that eligibility of coverage may change based on the date of service, change in benefit, maximum being reached, coordination of benefits or coverage terminates.

Total amount submitted:

\$250.00

Plan(s) will pay:

\$150.00

Balance remaining:

\$100.00

\*This is not a receipt\*. Your claim has not been submitted.

Please click the Modify, Cancel, or Process Claim button at the bottom of this page.

Details

Hide details

Patient: John

Service provider: ABC Health Clinic

Service date (YYYY/MM/DD)	Service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number
2013/12/25	Physiotherapy Treatment	125.00	125.00	112.50	12.50	
2014/01/01	Physiotherapy Treatment	125.00	125.00	112.50	12.50	
Total		\$250.00	\$250.00	\$225.00	\$25.00	

Other Blue Cross coverage

Service date (YYYY/MM/DD)	Service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number
2013/12/25	Physiotherapy Treatment	125.00	125.00	62.50	62.50	
2014/01/01	Physiotherapy Treatment	125.00	125.00	62.50	62.50	
Total		\$250.00	\$250.00	\$125.00	\$125.00	

Click here to print

Modify

Cancel


Process claim

http://provider.ab.bluecross.ca/health

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**4 Process claim:** You will receive a confirmation from Alberta Blue Cross within seconds of your submission.


**Print summary:** A printable copy of the patient's Claim Statement is displayed. Click the "Print" command on the screen. You must provide the patient with a printed copy of the Claim Statement.

Health provider

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OverviewEnter claimReportsResourcesYour profile

You must provide the patient with a printed copy of this claim statement. Please click below to print.  
[Print Alberta Blue Cross Statement](#)



Date: January 14, 2014  
Document number: 47762967

**We're here to help!**  
Edmonton and area (780)498-8000  
Calgary and area (403)234-9666  
Toll free 1-800-661-6995  
8:30 a.m. - 5 p.m. MT  
[www.ab.bluecross.ca](http://www.ab.bluecross.ca)

Patient name: Smith, John  
ID number 1234567-22  
Group: 1    Section: P

**Health claim summary**

Total amount claimed	\$250.00
Other plan paid	\$125.00
Total amount not paid	\$0.00
Amount paid	\$125.00

**Details**

Each claim you submit is assessed according to the rules of your benefit plan. Please refer to the explanations near the end of this statement for descriptions of terms, and to your benefit booklet for plan details.

Patient: John  
Service provider: ABC Health Clinic

Service date (YYYY/MM/DD)	Product or service	Claimed amount	Eligible amount	Other plan paid	This plan paid	Explanation number*
2013/12/25	Physiotherapy Treatment	125.00	125.00	62.50	62.50	
2014/01/01	Physiotherapy Treatment	125.00	125.00	62.50	62.50	
<b>Total</b>		<b>\$ 250.00</b>	<b>\$ 250.00</b>	<b>\$ 125.00</b>	<b>\$ 125.00</b>	

# Easy steps to access Reports

**1 Reports:** This screen allows you to pull up all claims waiting to be paid, history of settled claims and individual statements.

## Outstanding Payment Report:

Alberta Blue Cross will make payments to your office once every two weeks. The Outstanding Payment Report lists all transactions that are remaining to be paid, and allows you to cancel a claim.

**Payment History Report:** Once the transactions have been paid they will be removed from the "Outstanding Payment Report" and will appear on the "Payment History Report". You can view payment history for the last six months.

**Patient Claim Statements:** This allows you to print a copy of the patient claim statements.

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**Reports**

Outstanding payment report ?

View all claims remaining to be paid as of January 14, 2014

Provider of service - Choose one -

\*Please note: If there are any claims to be cancelled, they can be viewed and cancelled within this report.

Create report

Payment history report ?

Provider of service - Choose one -

Start date(YYYYMMDD) 2014/01/14 End date(YYYYMMDD) 2014/01/14

\*Please note: Only date ranges within the previous 6 months can be entered.

Create report

Patient claim statements ?

Find a patient and reproduce a Claim statement

\*Please note: Only claim statements obtained by the patient within the last year will appear.

## Note:

**Sort:** This is currently available for Outstanding Payment Reports and Patient Claim Statements. You can sort the column by clicking on the double headed arrow, located beside the column title.

Details

[Hide details](#)

Service date (YYYY/MM/DD)	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Cancel claim
2014/01/14	Smith, John	Physiotherapy Assessment	85.00	85.00	47762953	<a href="#">Cancel</a>
2014/01/14	Smith, John	Physiotherapy Treatment	95.75	95.75	47762953	<a href="#">Cancel</a>
2013/10/30	Smith, John	Physiotherapy Treatment	125.00	125.00	47762529	<a href="#">Cancel</a>
2013/12/01	Smith, John	Acupuncture Treatment	120.00	0.00	47762529	<a href="#">Cancel</a>
2013/12/03	Smith, John	Physiotherapy Treatment	123.00	123.00	47762529	<a href="#">Cancel</a>
<b>Total</b>			<b>\$548.75</b>	<b>\$428.75</b>		



**Help:** For additional information, click on the help button (blue button with a question mark). The help button has answers to questions that are frequently asked about the section.

## 2 Outstanding Payment Report:

If your clinic is registered with several provider types, please select the provider type for this report from the drop-down menu.

If your clinic is registered as an individual provider type, the "Provider of service" field will be populated automatically.

Alberta Blue Cross will make payments to your office once every two weeks. The Outstanding Payment Report lists all transactions that are remaining to be paid. Once the transactions have been paid, they will be removed from this report and appear on the Payment History Report.

ABC Health Clinic

### Reports

Outstanding payment report ?

View all claims remaining to be paid as of February 4, 2014

Provider of service: - Choose one -

\*Please note: If there are any claims to be cancelled, they can be viewed and cancelled within this report.

Create report

### Reports

#### Outstanding payment report

Provider of service: Chiropractor Need help cancelling a claim? ?

Details

[Hide details](#)

Service date (YYYY/MM/DD):	Patient:	Service:	Amount claimed(\$):	Alberta Blue Cross paid(\$):	Document number:	Cancel claim
2013/12/20	Smith, John	Chiropractic Treatment	100.00	100.00	47762909	<a href="#">Cancel</a>
2013/12/29	Smith, John	Chiropractic Treatment	100.00	100.00	47762909	<a href="#">Cancel</a>
2014/01/05	Smith, John	Chiropractic Treatment	100.00	100.00	47762909	<a href="#">Cancel</a>
2014/01/01	Lee, Mark	Chiropractic Treatment	250.00	0.00	47762885	<a href="#">Cancel</a>
<b>Total</b>			<b>\$550.00</b>	<b>\$300.00</b>		

Provider of service: Physiotherapist

Details

[Hide details](#)

Service date (YYYY/MM/DD):	Patient:	Service:	Amount claimed(\$):	Alberta Blue Cross paid(\$):	Document number:	Cancel claim
2014/01/14	Smith, John	Physiotherapy Assessment	85.00	85.00	47762953	<a href="#">Cancel</a>
2014/01/14	Smith, John	Physiotherapy Treatment	95.75	95.75	47762953	<a href="#">Cancel</a>
2013/10/30	Smith, John	Physiotherapy Treatment	125.00	125.00	47762529	<a href="#">Cancel</a>
2013/12/01	Smith, John	Acupuncture Treatment	120.00	0.00	47762529	<a href="#">Cancel</a>
2013/12/03	Smith, John	Physiotherapy Treatment	123.00	123.00	47762529	<a href="#">Cancel</a>
<b>Total</b>			<b>\$548.75</b>	<b>\$428.75</b>		

Provider of service: Massage Therapist

Details

[Hide details](#)

Service date (YYYY/MM/DD):	Patient:	Service:	Amount claimed(\$):	Alberta Blue Cross paid(\$):	Document number:	Cancel claim
2013/12/29	Smith, Mary	Massage Therapy	100.00	0.00	47762912	<a href="#">Cancel</a>
<b>Total</b>			<b>\$100.00</b>	<b>\$0.00</b>		

**Combined total**

**Amount claimed(\$)**  
\$1,198.75

**Alberta Blue Cross paid(\$)**  
\$728.75

[Click here to print](#)

#### 4 Payment History Report:

If your clinic is registered with multiple provider types and has single sign on, please select the provider type for this report from the drop-down menu.

If your clinic is registered as an individual provider type, the "Provider of service" field will be populated automatically.

Enter a start date and an end date for the claim information you wish to display (these dates must be within the previous six months).

All transactions that have been paid by Alberta Blue Cross to your office within the specified time are listed on a printer friendly screen. Statement IDs and document numbers are included for your reference, as well as details about each patient's claim.


Payment history report ?

Provider of service: - Choose one -

Start date(YYYYMMDD): 2013/12/24 End date(YYYYMMDD): 2014/01/14

\*Please note: Only date ranges within the previous 6 months can be entered.

Create report



Payment History Report

for December 24, 2013 - January 14, 2014

ABC Health Clinic

10009 108th Street NW

Edmonton, AB, T5J3C5

Provider of service: Chiropractor

Service date (YYYY-MM-DD)	Patient	Product or service	Amount claimed(\$)	Alberta Blue Cross paid (\$)	Document number
Statement ID	34171381	Date	12/24/2013		
2013-11-27	Lee, Jack	Chiropractic assessment	125.75	40.00	47762461
2013-12-05	Lee, Jack	Chiropractic treatment	150.58	40.00	
2013-12-19	Lee, Jack	Chiropractic treatment	150.95	40.00	
2013-12-20	Lee, Jack	Chiropractic assessment	150.00	40.00	
2013-12-05	Smith, Jane	Acupuncture Treatment	12.00	0.00	47762467
2013-12-05	Smith, Jane	Chiropractic x-ray	125.00	0.00	
2013-12-05	Robinson, Mark	Chiropractic treatment	152.00	35.00	47762477
2013-12-15	Robinson, Mark	Chiropractic treatment	120.00	35.00	
2013-12-21	Robinson, Mark	Chiropractic treatment	125.00	35.00	
2013-12-22	Robinson, Mark	Acupuncture Treatment	123.00	0.00	
2013-12-23	Robinson, Mark	Chiropractic treatment	120.00	35.00	
Total			1,354.28	300.00	

Provider of service: Physiotherapist

Service date (YYYY-MM-DD)	Patient	Product or service	Amount claimed(\$)	Alberta Blue Cross paid (\$)	Document number
Statement ID	34171382	Date	12/24/2013		
2013-10-25	Lee, Jack	Acupuncture Treatment	120.00	50.00	47762452
2013-12-05	Lee, Jack	Physiotherapy treatment	150.00	50.00	
2013-12-05	Lee, Mark	Acupuncture assessment	45.00	0.00	47762470
2013-12-05	Lee, Mark	Physiotherapy assessmnt	34.00	0.00	
2013-12-01	Robinson, Mark	Acupuncture Treatment	123.00	0.00	47762479
2013-12-01	Robinson, Mark	Acupuncture assessment	123.00	0.00	
2013-12-01	Robinson, Mark	Physiotherapy treatment	123.78	0.00	
2013-12-02	Robinson, Mark	Physiotherapy treatment	123.90	0.00	
2013-12-03	Robinson, Mark	Physiotherapy treatment	120.00	0.00	
2013-12-05	Robinson, Mark	Physiotherapy treatment	120.00	0.00	
Total			1,082.68	100.00	

Provider of service: Massage Therapist

Service date (YYYY-MM-DD)	Patient	Product or service	Amount claimed(\$)	Alberta Blue Cross paid (\$)	Document number
Statement ID	34171383	Date	12/24/2013		
2013-12-05	Smith, Billy	Massage therapy	125.00	50.00	47762465
2013-12-16	Smith, Billy	Massage therapy	125.00	50.00	
2013-12-19	Smith, Billy	Massage therapy	125.59	50.00	
2013-10-25	Lee, Jack	Massage therapy	125.00	50.00	47762475
2013-12-01	Lee, Jack	Massage therapy	120.00	50.00	
2013-12-03	Lee, Jack	Massage therapy	450.00	50.00	
2013-12-04	Lee, Jack	Massage therapy	120.00	50.00	
2013-12-08	Lee, Jack	Massage therapy	150.00	50.00	
2013-12-18	Lee, Jack	Massage therapy	450.00	50.00	
Total			1,790.59	450.00	

# Easy steps to cancel a claim

## 1 Outstanding Payment Report

If your clinic is registered with multiple provider types and has single sign on, please select the provider type for this report from the drop-down menu.

If your clinic is registered as an individual provider type, the "Provider of service" field will be populated automatically.

ABC Health Clinic

**Reports**

Outstanding payment report ?

View all claims remaining to be paid as of January 14, 2014

Provider of service: Choose one -

\*Please note: If there are any claims to be cancelled, they can be viewed and cancelled within this report.

Create report

## 2 Cancel: To cancel a claim, click the hyperlink.

If the cancellation hyperlink is inactive, either the payment run is in progress or the document has exceeded the cancellation timeframe and the claim cannot be cancelled online. Please refer to the help icon for further instructions about how to cancel your claim.

ABC Health Clinic

**Reports**

Outstanding payment report

Provider of service: Chiropractor

Need help cancelling a claim?

Details

Hide details

Service date (YYYY/MM/DD)	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number	Cancel claim
2014/01/01	Smith, John	Chiropractic Assessment	58.58	0.00	47763025	Cancel
2013/12/20	Smith, John	Chiropractic Treatment	100.00	100.00	47762909	Cancel
2013/12/29	Smith, John	Chiropractic Treatment	100.00	100.00	47762909	Cancel
2014/01/05	Smith, John	Chiropractic Treatment	100.00	100.00	47762909	Cancel
<b>Total</b>			<b>\$358.58</b>	<b>\$300.00</b>		

Click here to print

## Note:

If a payment run is in progress, you will receive notification that the claim cannot be cancelled.

ABC Health Clinic

**Reports**

Outstanding payment report

Information

Cancellation options are unavailable at this time as our payment runs are currently in progress. We apologize for this inconvenience and encourage you to review the steps in "Need help cancelling a claim".

Provider of service: Chiropractor

Need help cancelling a claim?

**3 Cancellation Review:** If you choose to cancel a claim, you will be asked for the reason. A drop-down menu lists common reasons.

When cancelling a claim, all claims associated with the document number must be cancelled.

**ALBERTA BLUE CROSS®**

**Cancellation Review**

Please review claims listed below. Enter a cancellation reason and press the Ok button to submit for cancellation. If you no longer wish to cancel the claims listed below, press the Back button.

**Details**

Need help cancelling a claim? ?

Service date (YYYY-MM-DD)	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number
2014/01/01	Smith, John	Chiropractic Assessment	58.58	0.00	99999999

Cancellation reason: - Select one -  
- Select one -  
Additional services provided  
Claim entered in error  
Other Back Ok

If you select "other", please provide the reason.

**ALBERTA BLUE CROSS®**

**Cancellation Review**

Please review claims listed below. Enter a cancellation reason and press the Ok button to submit for cancellation. If you no longer wish to cancel the claims listed below, press the Back button.

**Details**

Need help cancelling a claim? ?

Service date (YYYY-MM-DD)	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number
2014/01/01	Smith, John	Chiropractic Assessment	58.58	0.00	99999999

Cancellation reason: Other  Back Ok

**4 Cancellation:** Once a claim has successfully been cancelled, red text appears at the top of the screen as confirmation.

**Reports**

**Outstanding payment report**

**Information**

Claims for John Smith submitted on Jan 1, 2014 have been cancelled.

Provider of service: Chiropractor Need help cancelling a claim? ?

**Details**

[Hide details](#)

Service date (YYYY/MM/DD):	Patient:	Service:	Amount claimed(\$):	Alberta Blue Cross paid(\$):	Document number:	Cancel claim
2013/12/20	Smith, John	Chiropractic Treatment	100.00	100.00	47762909	Cancel
2013/12/29	Smith, John	Chiropractic Treatment	100.00	100.00	47762909	Cancel
2014/01/05	Smith, John	Chiropractic Treatment	100.00	100.00	47762909	Cancel
<b>Total</b>			<b>\$300.00</b>	<b>\$300.00</b>		

[Click here to print](#)



## Technical information

Using the Health Services Provider web site, an Internet connection and your browser, you can submit claims online at your convenience. Most computer systems today have everything required to use this web site successfully.

### **We're serious about privacy and security**

The confidentiality of your records is very important—to you, and to us. You are responsible for your login ID and password. They are intended for your office's use only. We protect your information in various ways, including

- encrypting all information;
- securely delivering your login ID and password;
- denying access to web site users after five consecutive unsuccessful sign-in attempts;
- automatically signing site users out after 30 minutes of inactivity; and
- requiring written authorization before granting access to the Health Services Provider web site.



## Contact us

For more information about access to the Health Services Provider web site contact Alberta Blue Cross Health Services Provider Relations at

- **780-498-8083** (Edmonton and area),
- toll free at  
**1-800-588-1195** (all other areas), or
- e-mail at **healthinq@ab.bluecross.ca.**

[\*\*http://provider.ab.bluecross.ca/health\*\*](http://provider.ab.bluecross.ca/health)

The online claims submission system  
is available Monday to Sunday,  
8 a.m. to 9:30 p.m. Mountain Time.

Our regular office hours are Monday to Friday,  
8:30 a.m. to 5 p.m. Mountain Time.